

Ready Your Business

12 Point Program Business Continuity Planning Guidebook

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Division of Homeland Security
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801-538-4000

www.des.utah.gov

Salt Lake Chamber of Commerce
www.saltlakechamber.com



Every year emergencies take their toll on business and industry. These unplanned events can cause deaths or significant injuries to employees, customers or the public. Utah Businesses can limit the impact on their business from major interruptions that could disrupt normal operations.

These interruptions could cause physical or environmental damage, or threaten the facility's financial standing or public image. By following this guide's **12 Point Program** with advice on how a business can begin developing a Business Continuity Plan, you can **Ready Your Business** against potential emergencies such as:

- ❖ Fire
- ❖ Hazardous or Chemical release incident
- ❖ Flood or Flash Flood
- ❖ Winter Storm
- ❖ Earthquake
- ❖ Communications Failure
- ❖ Radiological or Explosive accident
- ❖ Civil Disturbance
- ❖ Loss of Key Supplier, Customer or Employee
- ❖ Data Loss or Compromise
- ❖ Pandemic
- ❖ Terrorist Event




The **Ready Your Business** guide to a **12 Point Program to Business Continuity Planning** can be used by small or large organizations as well as from any type of industry. It is intended to assist the planner who may not have in-depth knowledge of emergency management or continuity planning.

For further information about how to prepare for natural or human-caused emergency events, or to arrange for a speaker to make a presentation to your employees, association members on business, family and individual preparedness – contact:

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Utah Division of Homeland Security / Office of Emergency Services
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Our special thanks to  **iomega** for providing complementary copies of this guide on CD, which are available by request to the Division of Homeland Security.

The approaches in this guide are recommendations only, not regulations. There are no reporting requirements. Following these principles will not ensure compliance with any Federal, State or local codes or regulations that may apply to your facility.



12 Point Program to Business Continuity Planning

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Identify what is “vital” to normal business operations. <ul style="list-style-type: none">• Can not be recreated• Necessary for revenue• Meets regulatory requirements	

Data Protection /Storage / Recovery

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Protect against the number one business interruption by developing a backup program and offsite storage procedure with a data recovery program. Establish procedures to safeguard data against outside attacks and employee error. Protect your business against compromised personal information. Test the plan.

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Building Disaster Resistant Communities

**A 12 Point Program to Individual, Family and Community Preparedness
By Al Cooper**

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From our Sponsor

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READY YOUR BUSINESS

Business Continuity Plan For:



Legal Business Name:

Local Address:

City, State, Zip:

Telephone Number / Website:

After Hours Emergency Number:

Corporate Headquarter Address:

City, State, Zip:

Telephone Number / Email:

After Hours Emergency Number:

PRIMARY EMERGENCY MANAGER

The following person is the **PRIMARY EMERGENCY MANAGER** and will serve as the company spokesperson in an emergency.

Primary Contact Person **(1)**

Address:

City, State, Zip:

Phone Number / Email:

☐

Assumes command

☐

Assess the situation

☐

Activate emergency procedures

☐

Coordinates employee communications

☐

Other – Describe: _____

CONTINUITY OF AUTHORITY

If the **PRIMARY EMERGENCY MANAGER** is unable to manage the crisis, the person below will succeed in management:

Alternate Contact Person (2):

Address:

City, State, Zip:

Phone Number/Email:

☐

Assumes command

☐

Assess the situation

☐

Activate emergency procedures

☐

Coordinates employee communications

☐

Other/ Describe: _____

If **ALTERNATE CONTACT (2)** is unable to manage the crisis, the person below will succeed in management:

Alternate Contact Person (3):

Address:

City, State, Zip:

Phone Number/Email:

☐

Assumes command

☐

Assess the situation

☐

Activate emergency procedures

☐

Coordinates employee communications

☐

Other/ Describe: _____

If **ALTERNATE CONTACT (3)** is unable to manage the crisis, the person below will succeed in management:

Alternate Contact Person (4):

Address:

City, State, Zip:

Phone Number/Email:

☐

Assumes command

☐

Assess the situation

☐

Activate emergency procedures

☐

Coordinates employee communications

☐

Other/ Describe:

LOCATION EMERGENCY CONTACT INFORMATION

Dial 9-1-1 in an Emergency for Local or Isolated Emergencies

Local Police:

Local Fire:

Local Ambulance Service:

Hospital (Insurance Preferred):

Hospital (closest):

Insurance Provider/Agent:

- Contact Phone

- Policy Number:

- Headquarter Phone/Contact:

Telephone Company:

Gas/Heat Company:

Electric Company:

Water Company:

Building/Property Manager:

Building Security:

Utah Division of Homeland Security: **801-538-3400**

Local SBA Small Business Administration Office:

FEMA Federal Emergency Management Regional Office:

District 8 Building 710, PO Box 25267
Denver, CO 80225-0267
Phone: 303-235-4800

Media:

- Newspaper
- Radio:
- Television:

CREATE A PLANNING TEAM:

The following people will participate in emergency planning and crisis management.

❖ **Team Leader:** (Name /Title/Department)

❖ (Name /Title/Department)

❖ (Name /Title/Department)

❖ (Name /Title/Department)

❖ (Name /Title/Department)

IDENTITY RISKS/HAZARDS

Considering factors from these areas, the following events could impact our business: Create a plan based on the probability of each risk/hazard.

- ❖ Historical / Geographic
- ❖ Technological / Cyber
- ❖ Human Error / Health / Disruption in leadership....
- ❖ Loss of key customer or vendor
- ❖ Physical
- ❖ Regulatory
- ❖ Natural
- ❖ Power/Gas/Water

Sample Business Impact Analysis

Business Interruption	Impact on Operations	Possible Responses
You cannot get to your facility (e.g., road is blocked)	No Operations	
Utility service is down (e.g., no power, or water)	Depending on your operations and facility, your operations may be completely shut down or limited	
	You may have to send your staff home with/without pay	
	You may be able to notify your customers and continue to receive supplies	
	You may be able to continue your operation if you have backup utilities	
A critical piece of equipment has been destroyed	You may have to cease operations; you may be able to continue some minimal operations	
Computer network has been damaged or destroyed	You have lost all historical, current and operating data as well as financial records and employee information	

Business Impact Analysis

Business Interruption	Impact on Operations	Possible Responses

Consider ALL types of events, including natural and catastrophic that could have an impact on normal business operations.

INTERNAL RESOURCES AND CAPABILITIES

These resources are available internally to assist with emergency planning, response and recovery.

Create a list of backup systems such as equipment, data, employee training (cross training), communications that can be identified as a resource for planning, response or recovery

- ❖ Equipment:
- ❖ Facilities:
- ❖ Organizational:
 - Training
 - Evacuation Plan
 - Employee Support Systems
 - Other / Describe:

Type of Resource	Location / Department	Point of Contact

EXTERNAL RESOURCES

Resources are available externally to assist with emergency planning, response and recovery:

Identify the type of resource and provide a contact list for planning

- SBA
- Disaster Recovery Specialist
- Trade Associations
- First Responders – Fire, Law Enforcement
- Utilities
- Industry, business, financial, insurance
- Infrastructure / Communications
- Transportation
- Federal, State, regional and local governments
- Trade associations
- ♦ Media
- ♦ Academic community (universities)
- ♦ Community/faith-based organizations

Organization/ Type	Resource Available	Point of Contact

VULNERABILITY ASSESSMENT

Complete the “Vulnerability Assessment” chart using a ranking system of 5 to 1. Total each column, the LOWER the score- the better.

1. Select a minimum of three risks/hazards to complete the assessment.
2. Estimate the probability based on historical and other known facts.
3. Assess the potential human impact by estimating the possibility of death or injury.
4. Assess the potential property impact considering the potential losses and damages
 - a. Cost to replace
 - b. Cost to set up temporary replacement
 - c. Cost to repair
5. Assess the potential business impact considering:
 - a. Business interruption
 - b. Employees unable to report to work
 - c. Customers unable to reach the facility
 - d. Company in violation of contractual agreements
 - e. Imposition of fines and penalties or legal costs
 - f. Interruption of critical supplies
 - g. Interruption of product distribution
6. Assess Internal and External Resources
 - a. Do we have the needed resources and capabilities to respond?
 - b. Will external resources be able to respond to us for this emergency as quickly as we may need them, or will they have other priority areas to serve
 - c. Total the Columns

Information gathered from the Vulnerability Assessment could be used to complete portions of the risk/hazard, internal and external resources and capabilities sections of the plan.

Vulnerability Assessment Chart

The lower the score the better

Type of Risk/Hazard	Probability	Human Impact	Property Impact	Business Impact	Internal Resources	External Resources	Total
	High 5 ↔ 1 Low	High Impact 5 ↔ 1 Low Impact			Weak 5 ↔ 1 Strong Resources		

ESSENTIAL BUSINESS FUNCTIONS

- ❖ What are the most critical and time sensitive business functions?
 - Overall
 - By department / area
- ❖ How much down time can be tolerated for each identified business function?
- ❖ Which business functions are necessary to fulfill my legal and financial obligations and maintain cash flow?
- ❖ Which business functions are essential to maintain my market share and reputation, or to strategically adjust to changed circumstances?

Complete for EACH function in every department

BUSINESS FUNCTION: _____

Priority: ☐ HIGH ☐ MEDIUM ☐ LOW

Employee in Charge:

Timeframe or Deadline:

Money Lost or Fine Imposed if not done:

Who performs this function? List all that apply.

Employee (s):

Vendor (s):

Key Contacts:

Who provides the input to those who perform the function? List all that apply.

Employee(s):

Vendor(s):

Key Contact (s):

Who uses the output from this function? List all that apply.

Employee(s):

Vendor(s):

Key Contacts):

Essential Function Summary

Essential Function	Procedure/Process	Resumption Priority Rank 1-5 with 1= high 5 = low

HUMAN RESOURCES – EMPLOYEE/OWNER CONTACT

Name:

Call Order or Key Person #

Position / Department:

Key Responsibilities:

Shift / Schedule:

Miles from Home:

Home Address:

City, State, Zip:

Cell Phone:

Home Phone:

Office Phone:

Fax/Other:

Home Email:

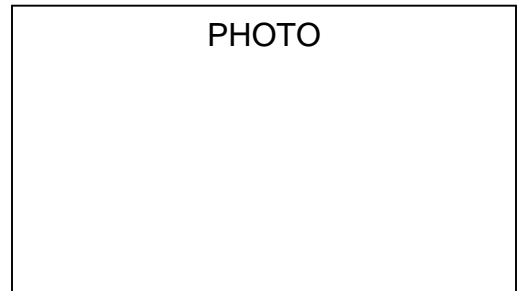
Office Email:

Emergency Contact:

Relationship:

Emergency Contact Phone:

Alt. Phone



OUT OF STATE CONTACT

Emergency Contact:

Relationship:

Emergency Contact Phone:

Alt. Phone

Certifications/Training/Resources:☐

First Aid / CPR

☐

Other Language(s)

☐

Emergency Medical Technician (EMT)

☐

HAM Radio

☐

Military _____

☐

C.E.R.T.

☐

Other:

☐

4x4 or off road vehicle

Special Needs:

EMPLOYEE EMERGENCY CONTACT INFORMATION

The following is a list of co-workers and individual emergency contact information: Include an **OUT OF STATE** emergency contact number for each employee.

Co-worker	Emergency Contact Information	Co-worker	Emergency Contact Information

EMPLOYEE SUPPORT

Services to consider for employee support after an emergency:

- ❖ Cash advances
- ❖ Salary continuation
- ❖ Flexible work hours
- ❖ Reduced work hours
- ❖ Crisis counseling
- ❖ Care Packages
- ❖ Child Care
- ❖ Temporary Family Housing

EMPLOYEE TRAINING

We will communicate our emergency plans with co-workers /employees:

- ☐ New Hire Orientations
- ☐ Train Evacuation, Assembly, Shelter, All Clear and Shutdown Managers
- ☐ Cross-train on equipment processes – introduce new equipment
- ☐ Provide employees with information to develop a family preparedness plan
- ☐ Establish an Emergency “call-in” number
- ☐ Test the “call down” tree network

In the event of a disaster we will communicate with employees in the following way
(Prioritize all **facility communications** and determine which should be restored first in an
Emergency):

- | | |
|-----------------------------|----------------------------------|
| _____ Messenger | _____ Dial-up Modems |
| _____ Telephone/Cell Phone | _____ Local Area Networks (LANS) |
| _____ Two-way Radio | _____ Hand Signals |
| _____ FAX Machine | _____ HAM Radio |
| _____ Microwave / Satellite | _____ Text Messaging |

VOICE/DATA COMMUNICATIONS

Type of Service:

<input type="checkbox"/> Telephone	<input type="checkbox"/> Machine	<input type="checkbox"/> PC Data Communications
<input type="checkbox"/> Two-way Radio & Pager	<input type="checkbox"/> Cell Phone	<input type="checkbox"/> PBX w/ACD
<input type="checkbox"/> Other Explain: _____		

(Private Branch Exchange w/Automatic Call Distribution)

Description and Model:

Status: ☐ Currently in use ☐ Will lease/buy for recovery location

Voice Communications Feature:

<input type="checkbox"/> Voice Mail	<input type="checkbox"/> Conversation Recorder	<input type="checkbox"/> Speaker	<input type="checkbox"/> Conference
<input type="checkbox"/> Other Explain: _____			

Data Communications Features:

<input type="checkbox"/> Cable	<input type="checkbox"/> DSL	<input type="checkbox"/> Dial-UP	<input type="checkbox"/> T-1
<input type="checkbox"/> Other Explain: _____			

Quantity:

Primary Supplier/Vendor:

Alternate Supplier/Vendor: _____

Recovery Install Location:

Now identify “types” of training and / or drills that would benefit your employees and organization. **Complete Training Drills and Exercises** – annual planning calendar and distribute to KEY responders and employee

Training – Drills - Exercises

[illegible]

EVACUATION PLAN FOR (insert address) LOCATION

- ☐ We have developed plans in collaboration with neighboring businesses and building owners to avoid confusion or gridlock.
- ☐ We have located copied and posted building and site maps.
- ☐ Exits and Evacuation routes are clearly marked.
- ☐ We will practice evacuation procedures _____ times per year
- ☐ We have identified conditions which an evacuation is necessary
- ☐ Established procedures to account for non-employees/suppliers/customers/clients
- ☐ Building Evacuation Wardens have been identified and trained
- ☐ Designated personnel to continue or shut down essential operations while an emergency is underway with the ability to recognize when to abandon a given task.

If we must leave the workplace quickly:

WARNING SYSTEM Type / Procedure:

We will test the warning system and record results ____ times a year.

EVACUATION MANAGER:

Alternate Evacuation Manager:

Responsibilities Include:

Assembly Area:

ASSEMBLY AREA MANAGER:

Alternate Assembly Area Manager:

Responsibilities Include:



ALL CLEAR SIGNAL:

ALL CLEAR MANAGER:

All Clear Alternate Manager:

Responsibilities Include:

CRITICAL DATA MANAGER:

Alternate Critical Data Manager:

Responsibilities Include:

EVACUATION “GO BOX” – Recommended contents stored in a fire-proof/ waterproof secure container.

- ☐ Copy of emergency contact list of employees and key customers/clients including all phone numbers.
- ☐ Voice mailbox # and remote password information and instructions so you can change messages as needed providing information to employees so they can call in for instructions.
- ☐ Copy of insurance policies, agent and home office contact information
- ☐ Copy of emergency vendors (contractors, plumbers, electricians, restoration contractors, etc) Verify emergency payment arrangements.
- ☐ Credentials or authorization to re-enter the workplace or relocation area
- ☐ Back up files / tapes of electronic data
- ☐ Copy of essential policies, emergency procedures, Business Continuity Plan ..
- ☐ Pictures of the facility – inside and out. This includes home-based businesses.
- ☐ Documentation needed for an SBA Disaster Loan or other type of assistance that might become available.
- ☐ Other:
- ☐ Other:

SHELTER-IN-PLACE PLAN FOR (INSERT Address)

☐

We have talked to co-workers about which emergency supplies, if any, the company will provide in the shelter location and which supplies individuals might consider

☐

We will practice sheltering procedures _____ times per

If we must leave the workplace quickly:

WARNING SYSTEM Type / Procedure:

We will test the warning system and record results ____ times a year.

STORM SHELTER LOCATION:

"Seal the Room" Shelter Location:

SHELTER MANAGER:

Alternate Shelter Manager:

Responsibilities Include:

ALL CLEAR Signal:

ALL CLEAR MANAGER:

Alternate All Clear Manager:

Responsibilities Include:

FACILITY SHUTDOWN

What conditions necessitate a shutdown?

Who is authorized to order a shutdown?

SHUTDOWN MANAGER:

Alternate Shutdown Manager:

Responsibilities Include:

Notes:

RECOVERY LOCATION

Recovery Location:

Street Address:

City, State, Zip:

Building Owner/Manager:

Phone:

Alternate Phone:

Email:

Pager:

Directions to recovery location (include map if available)

Business functions to be performed at recovery location:

Employees who should go to recovery location:

If this location is not accessible we will operate from location below:

Alternate Location Name:

Address:

City/State/Zip:

Telephone Number / Email:

Security Badges / Access Codes required for alternate location Procedure for security processing

** Maintain a copy of the alternate/recovery location's lease/rental agreement or occupancy details as part of this plan

SUPPLIES

Supply items that are necessary for essential equipment such as cartridges, fluids, special forms and checks that may be available at a recovery location

Item	Item Order Number	Quantity	Supplier/Vendor	Related Business Function

MISCELLANEOUS RECOVERY LOCATION RESOURCES

Item	Quantity	Primary Supplier/Vendor	Alternate Supplier/Vendor	Recovery Install Location
Chairs				
Desks				
Extension/ drop cords, surge protectors and power strips				
File Cabinets				
Mail Containers				
Portable air conditioners/ fans				
Safes				
Tables				
Waste Baskets				
Other				
Other				
Other				
Other				

WORKPLACE EMERGENCY SUPPLY LIST:

Indicate who is responsible for maintaining the suggested item(s) at the workplace

Preferred: One complete 72 hour kit per every 5 employees

Minimal: One basic 8 hour kit per employee

Company	Employee	Supply Item
		WATER. Amounts for portable kits will vary. Individuals should determine what amount they are able to both store comfortably and to transport to other locations. If it is feasible, store one gallon of water per person per day, for drinking and sanitation Store in plastic containers or use commercially bottled water
		FOOD and UTENSILS, at least one to three-day supply of non-perishable food that could include ready-to-eat meats, juices, high-energy foods such as granola or power bars.
		NOAA WEATHER ALERT BATTERY-POWERED RADIO and extra batteries.
		Working SMOKE DETECTORS and FIRE EXTINGUISHER
		AM/FM RADIO (battery operated or wind-up)
		FLASHLIGHT and extra batteries/ LIGHT STICKS. Do not use candles/open flame during an emergency
		WHISTLE to signal for help
		DUST or FILTER MASKS, readily available in hardware
		MOIST TOWELLETES for sanitation
		TOOLS - WRENCH or PLIERS to turn off utilities, BROOM, SHOVEL, HAMMER and WORKING GLOVES
		CAN OPENER for food (if kit contains canned items)
		PLASTIC SHEETING and DUCT TAPE to “seal the room”
		MEDICATIONS to include prescription and non-prescription medications such as pain relievers, stomach remedies and etc.
		FIRST AID SUPPLIES An assortment of bandages, ointments, gauze pads, cold/hot packs, tweezers, scissors and sanitizer – BLANKETS
		PERSONAL HYGIENE items to include at least one CHANGE OF CLOTHING including shoes and outerwear. GARBAGE BAGS and plastic ties for personal sanitation
		PAPER SUPPLIES note pads, markers, pens, pencils, plates, napkins, paper towels and etc.
		CAMERA -disposable camera to record damage
		CASH/ATM and CREDIT CARD - Keep enough cash for immediate needs.
		EMERGENCY CONTACT PHONE LIST
		OTHER

CAR SURVIVAL AND EMERGENCY SUPPLY LIST:

Maintain a minimum of ½ tank of gas

- ❑ Tools needed to change a flat tire
- ❑ Jumper cable
- ❑ Road emergency flares
- ❑ Collapsible shovel
- ❑ Flashlight with extra batteries
- ❑ Coat(s) or Jacket(s)
- ❑ Blanket(s) – (can be Mylar)
- ❑ Rubber disposable gloves
- ❑ Whistle (equipped to hang around neck)
- ❑ Fire extinguisher (Standard Class ABC)
- ❑ Water: store in clear liter bottles (filled ¾ full to allow for freeze expansion) Rotate water every six months. Secure for safety
- ❑ Food/Power Bar(s)

First Aid Kit

- Band aids, gauze, non-adherent sterile pads (various sizes)
- First aid tape
- Anti-bacterial ointment
- Burn cream
- Scissors, tweezers, pocketknife, razor blades...
- Large cotton cloth (use for sling, tourniquet, bandage)
- Non-aspirin pain reliever
- Chemical ice pack, hand warmer packets
- Safety pins (various sizes) needles, heavy thread
- Matches (waterproof)
- Eye wash
- Hand wipes (antiseptic) cotton balls, cotton pads
- Alcohol swabs, iodine (bottle or pads)
- PRESCRIPTION MEDICATIONS

Additional car kit supplies

- Siphoning Hose
- Bag of sand or rock salt
- Tow rope
- Personal sanitation items (toilet tissue, Towelletes)
- Writing pad, pencils, road map
- Ice scraper
- Rain Poncho
- Light Stick
- Dust Mask

Maintain your vehicle(s) for seasonal changes

INSURANCE COVERAGE REVIEW

Insurance Agent:

Address:

Phone

Fax:

Cell:

Email:

Type of Insurance	Policy No.	Deductibles	Policy Limits	Coverage (General Description)

Insurance Policy Information

Do you need flood insurance?

Do you need Earthquake Insurance?

Do you have Business Income or Interruption Insurance?

Consider Business Owners Protection or Key Person

Other: _____

Date Reviewed with Provider: _____

VITAL RECORDS

Record all documents that are vital to perform your essential business functions or necessary to file an insurance claim or apply for a recovery loan.

Name of Vital Record: _____

Stored Media:

☐ Network ☐ Print Version ☐ Hard Drive ☐ Laptop
☐ Microfilm ☐ Internet ☐ CD ☐ Diskette
☐ Other Explain: _____

Is Record backed up? ☐ Yes ☐ No

Backed up Media:

☐ Network ☐ Print Version ☐ Hard Drive ☐ Laptop
☐ Microfilm ☐ Internet ☐ CD ☐ Diskette
☐ Other Explain: _____

How often is it backed up?

☐ Hourly ☐ Daily ☐ Weekly ☐ Monthly
☐ Quarterly ☐ Semi-Annually ☐ Yearly
☐ Never Explain: _____

Where is it stored?

Business function it supports:

Partial list of documents necessary for recovery loan programs:

- ☐ Corporations/Partnerships: Copy of 3 years tax returns; one year personal tax returns on principles (affiliates with greater than 20% interest); one year tax returns on affiliated business entity.
- ☐ Sole Proprietorships: Copy of 3 years tax returns with Schedule C
- ☐ List of Creditors / contact information with account numbers

Sole Proprietorships, Corporations and Partnerships all need the following:

- ☐ Copy of current Profit & Loss Statement (current within 90 days)
- ☐ Copy of listing of inventory
- ☐ Copy of Schedule of Liability
- ☐ Copy of Balance Sheet (as recent as possible)
- ☐ Copy of all of your required licenses (City, Occupational, Sales Tax, Federal ID...)
- ☐ Other:

CRITICAL TELEPHONE NUMBERS

Phone Number	Type	Status	Description	Solution	Related Business Function

Type

L Local
LD Long Distance
800 Toll Free
F Fax
C Cell
O Other

Status

C Currently in use
E Establish for use during recovery

Description

Hotline, mail line, toll free, customer service, dial-in to network etc.

KEY SUPPLIER / VENDOR INFORMATION

Status: ☐ Current Supplier/Vendor ☐ Back Up Supplier/Vendor

Company Name:

Account Number (if relevant):

Materials/Service Provided:

Street Address:

City, State, Zip:

Company Phone (main):

Primary Contact:	Title:	
Primary Contact	Phone:	Cell:
Primary Contact:	Fax:	
Primary Contact	Email:	

Alternate Contact:	Title:	
Alternate Contact	Phone:	Cell:
Alternate Contact	Fax:	
Alternate Contact	Email:	

Website Address:

Recovery Notes:

KEY CONTACTS

<input type="checkbox"/> Accountant	<input type="checkbox"/> Administration	<input type="checkbox"/> Bank
<input type="checkbox"/> Billing/Invoicing Service	<input type="checkbox"/> Building Manager	<input type="checkbox"/> Building Owner
<input type="checkbox"/> Building Security Creditor	<input type="checkbox"/> Electric Company	<input type="checkbox"/> Emergency Mngmt Agency
<input type="checkbox"/> Fire Dept (non emerg)	<input type="checkbox"/> Gas/Heat Company	<input type="checkbox"/> Hazardous Material
<input type="checkbox"/> Insurance Agent/Broker	<input type="checkbox"/> Insurance– CLAIMS	<input type="checkbox"/> Key Customer/Client
<input type="checkbox"/> Local Newspaper	<input type="checkbox"/> Local Radio	<input type="checkbox"/> Local Television Station
<input type="checkbox"/> Mental Health/Social	<input type="checkbox"/> Police Dept (non emerg.)	<input type="checkbox"/> Public Works Dept
<input type="checkbox"/> Payroll Processing	<input type="checkbox"/> Small Business	<input type="checkbox"/> Telephone Company
<input type="checkbox"/> Other Explain:		

Name of Business or Service:

Account Number / Policy Number:

Materials/Service Provided:

Street Address:

Mailing Address

City/ State/ Zip:

Company/ Service Phone:

Alternate Phone:

Primary Contact:

Title:

Primary Contact Phone:

Cell:

Primary Contact Email:

Fax:

Alternate Contact:

Title:

Alternate Contact Phone:

Cell:

Alternate Contact Email: Fax:

Website Address:

EQUIPMENT/MACHINERY/VEHICLES

Include tools and spare parts to operate equipment required to perform essential business functions.

Item:

Model:

Serial Number or Part Number:

Status: ☐ Currently in Use ☐ Will lease/buy for recovery location

Primary Vendor/Supplier:

Alternate Vendor/ Supplier:

Recovery location for installation or delivery:

Related business function:

Backup Available: ☐ Yes ☐ No

Order or lead-time for replacement:

Item:

Model:

Serial Number or Part Number:

Status: ☐ Currently in Use ☐ Lease/buy for recovery location

Primary Vendor/Supplier:

Alternate Vendor/ Supplier:

Recovery location for installation or delivery:

Related business function:

Backup Available: ☐ Yes ☐ No

Order or lead-time for replacement:

COMPUTER EQUIPMENT AND SOFTWARE

Item: _____

Type: ☐ Computer Hardware ☐ Computer Software

Status: ☐ Currently in use ☐ Lease/buy for recovery location

Primary Supplier/Vendor:

Alternate Supplier/Vendor:

Title and Version or Model Number:

Serial Number: Purchase/Lease Date:

Purchase/Lease Price:

Recovery Install Location:

Quantity (equipment) or number of licenses (software):

License Numbers

Recovery Notes:

COMPUTER HARDWARE INVENTORY

- Log your computer peripheral serial and license numbers. Attach a copy of your vendor documentation to this form
- Record the name of the company from which you purchased or leased this equipment and the contact name of notify for your computer repairs
- Record the name of the company that provides repair and support for your computer peripherals

Hardware (CPU, Monitor, Printer Keyboard, etc)	Hardware Size RAM & CPU Capacity	Model Purchased	Serial Number	Date Purchased	Cost

COMPUTER HARDWARE VENDOR OR LEASING COMPANY INFORMATION

Company Name

Street Address

City/State/Zip

Phone

Fax

Website/Email

Contact Name

Account Number

Purchase/Lease Date

COMPUTER HARDWARE SUPPORT/REPAIR VENDOR INFORMATION

Company Name

Phone

Fax

Website/Email

Contact Name

Account Number

Purchase/Lease Date

COMPUTER SOFTWARE INVENTORY

Software Title & Version	Serial/Product ID Number	No. of Licenses	License Number	Date Purchased	Cost

COMPUTER SOFTWARE VENDOR OR LEASING COMPANY INFORMATION

Company Name

Street Address

City/State/Zip

Phone

Fax

Website/Email

Contact Name

Account Number

Purchase/Lease Date

COMPUTER SOFTWARE SUPPORT/REPAIR VENDOR INFORMATION

Company Name

Phone

Fax

Website/Email

Contact Name

Account Number

Purchase/Lease Date

DATA PROTECTION/STORAGE/RECOVERY

To protect our computer hardware

☐ Secure or mount equipment ☐ other: _____

To protect our software

☐ Maintain software updates ☐ Inventory licensing information
☐ Restrict unauthorized downloading of new programs ☐ other: _____

To protect our data/network/system

☐ Firewall / Filters / Intrusion Detection ☐ SPAM guard
☐ Password Protection ☐ Virus detection/prevention software
☐ Internet content control ☐ Limit access to confidential data
☐ Remove unused software & User accounts ☐ other: _____

Note: Describe Security / Protection measures to include physical and virtual

RECORDS BACKED-UP

_____ is responsible for backing up our critical records including payroll and accounting systems. Back-up records including a copy of this plan, site maps, insurance policies, bank account records and computer back ups are stored onsite.

Another set of back-up records is stored at the following off-site location:

If our accounting and payroll records are destroyed, we will provide for continuity in the following ways:

RECORDS RECOVERY

_____, is responsible for testing the recovery of backed up files to ensure recovery is possible, reliable and complete.

ANNUAL REVIEW

We will review and update this business continuity and disaster plan (date)

Section Reviewed	Updated On	Completed By
Business Legal Information		
Continuity of Authority		
Review Potential Risks		
Internal Resources & Capabilities		
External Resources		
Evaluate Essential Functions		
Fire Drill/Evacuation Plan		
Workplace Supply Kits		
Insurance Review		
Vital Records – Key Supplier/Contacts		
Cyber Security/Data Protection Policy		
Other		
Other		
Other		
Other		

WHAT ABOUT COSTS?

No Costs

- ❖ Identify two or three contractors or supply sources for emergency items.
- ❖ Pre-qualify with alternate suppliers/vendors for emergency accounts
- ❖ Calculate the cost of business interruptions for one week, one month and six months.
- ❖ Ask your insurance company or agent about policy coverage and costs.
- ❖ Write a short checklist of recovery action items for your firm.
- ❖ Maintain a current emergency contact list for employees and emergency services, such as police, fire and utility companies.
- ❖ Contact your city or county building department to determine the Base Flood Elevation (BFE) and the Design Flood Elevation (DFE) at your location and your building's susceptibility to flooding.
- ❖ Keep your building's flood vents clear of debris or other blockage.
- ❖ Check with your local fire department to determine wildfire risk at your location.
- ❖ Instruct employees about your company's emergency plans, including evacuation plans and "rally point" in the event of disaster.
- ❖ Identify how employees can be contacted if the phone service is disrupted.
- ❖ Keep some cash and an ATM card or credit card on hand.

Under \$100

- ❖ Purchase a First Aid Kit.
- ❖ Purchase and store bottled water for emergency use (two days minimum).
- ❖ Stock a supply of non-perishable foods, paper plates, napkins and plastic utensils.
- ❖ Purchase a NOAA Weather Alert Radio with S.A.M.E. technology to program for your specific area.
- ❖ Buy a stock of flashlights, batteries, pens, paper, paper towels, packing tape, etc. for disaster supply kit.
- ❖ Keep supplies of items such as duct tape, waterproof plastic, shut-off wrench for water and gas, whistle, compass, plastic bucket with tight lid, work gloves, pliers, hammer, plastic garbage bags and ties.
- ❖ Purchase/maintain camera and film.
- ❖ Purchase an AM/FM radio, battery operated, or wind-up radio.
- ❖ Restrain desktop computers, compressed gas cylinders and other small items from earthquake shaking.
- ❖ Elevate valuable contents on shelves above base flood level.
- ❖ Apply asphalt cement under tabs of loose shingles.
- ❖ Caulk/insulate around openings in outside walls, roof and attic.

\$100 - \$499

- ❖ Provide C.E.R.T./ First Aid and CPR training for employees.
- ❖ Purchase all items from the workplace supply list.
- ❖ Purchase a small back-up generator and maintain fuel.
- ❖ Purchase and maintain fuel for a sump pump.
- ❖ Brace major appliances, such as water heaters, and furnaces to the floor or wall.

More than \$500

- ❖ Purchase and install a multi-KV generator, pre-wired to the building's essential electrical circuits.
- ❖ Purchase removable shutters/ install permanent shutters for wind-borne debris protection.
- ❖ Re-roof with an impact resistant roof covering.
- ❖ Install high wind connectors in roof systems.
- ❖ Re-roof with Class A fire resistant roof covering in wildfire prone areas.
- ❖ Hire an engineer to evaluate the building's wind or seismic resistance.
- ❖ Conduct a one-hour drill simulating the occurrence of a flood, earthquake or other hazard.
- ❖ Send the key safety/emergency response employee to several days training or conference.
- ❖ Purchase additional insurance (business interruptions, loss of income, extra expense, flood, earthquake).
- ❖ Store duplicate records off site at a secure facility.
- ❖ Purchase a removable computer storage device, store data off-site.
- ❖ Establish a voice communications system to meet your emergency needs – e.g. voice-mail conference call capability, Private Branch Exchange (PBX), Automatic Call Distribution (ACD) system.
- ❖ Install a monitored smoke alarm system.
- ❖ Install lightning protection system.

RESOURCE LINKS:

Nonprofit and Professional Associations:

American Red Cross: www.redcrossutah.org
Institute for Business & Home Safety: <http://www.ibhs.org>
National Emergency Management Association: <http://www.nemaweb.org>
National Fire Protection Association: <http://firewise.org>
Public Entity Risk Institute: <http://www.riskinstitute.org>
Small Business Administration: <http://www.sba.gov>
U.S. Chamber of commerce: <http://www.uschamber.com>

Government Resources:

Federal Emergency Management Agency (FEMA): <http://www.fema.gov>
U.S. Department of Homeland Security: <http://www.ready.gov>
U.S. Small Business Administration: <http://www.sba.gov>

Business Continuity Planning Organizations:

Association of Contingency Planners- Utah Chapter: www.acputah.org
Disaster Recovery Institute International: <http://www.drii.org>
Global Partnership for Preparedness: <http://www.globalpreparedness.org>
The Business Continuity Institute: <http://www.thebci.org>

Business Continuity Planning Publications:

Contingency Planning & Management: <http://www.contingencyplanning.com>
Disaster Recovery Journal: <http://www.drj.com>
Disaster Resource Guide: <http://www.disaster-resource.com>
Disaster Recovery Yellow Pages: <http://www.theDRYP.com>

Cyber Security Sites:

Department of Homeland Security National Cyber Alert System: www.us-cert.gov
National Cyber Security Partnership: Small Business Cyber Security Guidebook: <http://www.cyberpartnership.org/CommonSenseGuideBus.pdf>
National Cyber Security Alliance: Stay Safe Online: <http://www.staysafeonline.info/>

Building Disaster-Resilient Communities

A 12 Point Program for

Individual, Family & Community Preparedness

By Al Cooper, Division of Homeland Security

1. Have an emergency plan

Develop, maintain and practice a written, comprehensive plan detailing how emergency contingencies will be mitigated, prepared for, responded to and recovered from.

Ask the question – “What would we do if . . .” a particular set of emergency circumstances was to arise? Think about possible and likely risks and areas of vulnerability, and then identify desirable resources and possible options. Consider how your plan correlates with school, work place and neighborhood plans. Keep in mind the fact that the very process of making a plan may well be more important than the plan itself.

2. Get an emergency kit

Assemble and maintain a portable 72-hour emergency kit containing items designed to support each individual with vital health & personal items designed to support each individual with vital health and personal comfort essentials for two or three days away from home. Of the two most likely responses to a wide range of emergencies, the possibility of evacuation should drive this effort.

Keep your personal kit simple, light in weight, and easy to update according to seasonal and other variables. Any of a long list of possible carrying options may prove practical, including a compact backpack, which leaves hands free. Of primary importance is a flashlight and battery radio together with fresh backup-up batteries for each. Other important items often overlooked might include essential medications, some cash money (“plastic” might not work” and a list of key contact information. Position your kit(s) with quick access in mind.

3. Have emergency food supplies

Fortify home-base with food, water and other provisions designed to care for the regular daily needs of those resident there, anticipating the second of the two most likely emergency situations – one where for possibly extended periods of time, outside resources will be unavailable or limited.

Don’t allow yourself to be daunted by the notion that there is “magic” in the famous “one-year-supply.” Begin with an inventory of what you already have, then set some practical, reasonable and achievable goals for adding the things in form and quantities which make sense for you. This is not a one-size-fits-all game plan. Build your program around foods which are desirable for you, have a long shelf life, and require a minimum of preparations. Date everything, and begin at once to put it into regular use, always maintaining and increasing based upon experience.

4. Prepare to shelter-in-place

Identify, outfit and prepare an area of your home base suitable for a “shelter-in-place” emergency, such as might arise from a hazardous material release. In such a case, evacuation might expose a population to a greater danger than “staying put.” Select a room or space, which is relatively easy to isolate from outside air intake, and which promises a degree of comfort for a short period of time. In outfitting this space, assume that the emergency may involve a temporary interruption of electric power with the personal inconveniences, which follow.

A shelter-in-place kit should include a battery-powered radio and flashlight, along with pre-cut sheets of plastic and tape for helping to further proof the area against outside contamination. Some of the same

thoughtfulness, which goes into the 72-hour kit, can help guide preparations here. A kit, which fits under a bed or into a closet corner, is sensible.

5. Know your home

Make it your business to become familiar with the critical infrastructure of your home base and learn how to operate electric circuits, natural gas service controls, culinary water main valves, outside air vents, etc. Locate necessary tools where they are handy for use in an emergency. Consult appropriate experts if necessary. Knowing when to take in turn utilities off and on is important. Remember during a “shelter-in-place” emergency to turn off air conditioner/heating systems, which bring outside air into the building or space providing shelter. In schools and work places, this may require the services of a custodian.

6. Take inventory

Take inventory items of special value and importance and their location in the home base, assigning a priority to each. In the event of an evacuation order, there may be only minutes to take property with you. Limitations of time and space may suggest the need to pre-position and/or protect such belongings.

The very act of producing this list – like the basic plan itself – may prove a useful reminder of the things that really have value in our lives. Usually, it will be family records, genealogies, irreplaceable photos, etc. which rise to the top of the list. A plan to consolidate the location and enhance the portability of high-priority items may result.

7. Equip your car

Outfit the family vehicle(s) with items, which will add to its safety and security in various emergency and everyday situations, with an eye to the changing of seasons and circumstances. Make it a matter of habit to keep the fuel level above the halfway mark. Such obvious items as a blanket, heavy-duty flashlight, and container of drinking water, a collapsible shovel, a basic first aid kit and jumper cables are a start. Some high-energy snack bars and weather-conscious clothing items are good additions. A sharp pointed rock hammer within the driver’s reach may become a life-saving method of breaking through a window in a flood situation, and a spare cell-phone kept charged is a smart further step.

8. Prepare to go powerless

Prepare the home base to remain secure and reasonably comfortable during short or extended periods of electrical power failure. This is once of the most likely events to follow in the wake of both natural and man-caused emergencies. Alternate lighting, communication, heating and food preparation resources should be part of the basic emergency response plan. Battery-operated lights should be positioned strategically in different parts of a residence along with a program, which insures a supply of back-up batteries. (Alkaline batteries have a long shelf life, and LED systems operate frugally.) In the case of a prolonged outage, alternate-fuel lamps may prove important.

Propane lanterns with handy cartridge replacement systems are easy to use and widely available. Kerosene- fueled lamps, such as the Aladdin design are economical to operate and provide a soft, silent source of illumination while producing a minimum of fumes. (Always plan for extra fresh air sources and ventilation when using any fueled device indoors or in a confined space. They all will consume some of the available oxygen supply as well as produce fumes.) Storing flammable fuels requires special attention, and kerosene is less volatile than others. Outdoor propane and charcoal grills are an excellent cooking alternative, as are camp stoves and Dutch oven systems.

Extra blankets, sleeping bags and warm clothing should be a part of every non-electric plan. At least one adult family member should remain awake and on watch when alternate lighting/heating devices are in use, even with recommended ventilation. Make sure that the presence of charged A, B,C fire extinguishers and practice in using them correctly is a part of your basic emergency response plan. Gasoline or other combustible-fueled generators may greatly extend the ability to compensate for loss of commercial power, but require knowledge and planning to operate safely. Never position a generator indoors or where its exhaust fumes may migrate into a living space. Remember that the storage of adequate fuel supplies adds a certain safety burden, and limits the duration of this alternate source of power.

9. Plan for pets

Create a plan for the care and disposition of pets and domestic livestock in the event of a range of possible emergency-spawned contingencies. Almost without exception, emergency shelters-usually managed by the Red Cross-do not welcome pets. Domestic pet plans might include larger quantities of food, supplies, provision for automatic, gravity-feed water and food dispensers, multiple litter boxes, etc. Arrangements for extended care by family members, friends or commercial service providers might also be considered.

10. Figure financial contingencies

Develop a comprehensive "Financial Contingency Plan" geared to your particular set of economic circumstances and designed to respond to the possible interruption of normal cash flow and debt retirement obligations.

Among those "emergencies" most likely to occur at some point, but least anticipated and planned for is the interruption of income occasioned by loss of employment, illness or even the unexpected death of a breadwinner.

The economic consequences of a natural or manmade disaster may also affect cash flow in a temporary or even long-term way, reducing our ability to deal with everyday affairs and activities. In addition to making use of food storage supplies already identified, and thereby freeing up financial resources, contingency plans might also include such goals as the accumulation of cash reserves on an ongoing basis, and the pre-payment of some key monthly obligations, i.e. Home mortgages, car contracts, and medical insurance plans. "Buying time" thus becomes an important dimension of the overall emergency plan. While this may not be accomplished easily, or all at once, it is a worthwhile long-term objective well worth pursuing.

11. Remember your health

Make a plan for the continuation of health and medical needs during a time of extended emergencies and special circumstances. With an emphasis on critical, life-supporting medications and supplies, and with the consultation of the prescribing physician where indicated, maintain a supply of such items sufficient to bridge an emergency response such as enforced evacuation or other interruption of normal access. Carry on your person preferably, vital written prescriptions for eye glasses and other vital, personal medical needs, and a clear description of treatment requirements.

An insulin-dependent diabetic, for instance, should anticipate having to leave home base with a small portable cooler, and a supply of insulin and syringes. Just as one shouldn't allow the fuel in the vehicle to get below half, the person with a medication dependency should not allow the supply to get below the 30-day mark. Make sure some other family member has a copy of your medical plan.

12. Remember those with special needs

Include someone with special needs in your planning. Somewhere, probably nearby, is a neighbor or acquaintance that is handicapped, elderly, homebound, or medically dependent and alone. Be prepared to share your resources, and the security of your home base with that person, and to check on their well being in a time of emergency. It is an article of faith among those who have studied, or personally endured real disasters, that in the end, it is neighbor helping neighbor which most insures the "disaster-resiliency" of a community.

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Medium sized organizations can have serious storage problems with serious repercussions. Fortunately, lomega offers serious storage solutions. Our enterprise-quality designs ensure disaster recovery, easy plug-and-play integration with existing networks, and ever-expandable capacity for growing networks—all backed by an award-winning service and support programs. Along with high-performance storage solutions, we also offer comprehensive data recovery services for recovering lost data due to hardware failure, file corruption or media damage. From the 1.6TB lomega StorCenter Pro NAS 400r and 300r Series, to the automated lomega REV Autoloader 1000, you'll find that lomega offers serious storage for serious data.

[StorCenter Pro NAS 400r](#) | [StorCenter Pro NAS 400re Expansion Chassis](#) | [StorCenter Pro NAS 300r](#) | [REV Autoloader 350](#) | [REV Loader 280](#)